



Delivering Quality Service

Just as we have an obligation to explore new ways to protect Indiana's environment, we have a duty to perform our basic functions better – to guarantee that we're delivering high-quality service to the residents and businesses who depend on us and expect us to give them value for their tax dollars and permit fees.

During the last two years, IDEM has focused on:

- Meeting deadlines for permit reviews
- Eliminating permit backlogs
- Improving coordination between air, water and land compliance work
- Providing more and better environmental information to the public

Permit Processing

IDEM made approximately 99 percent of permit decisions on time during the 1998 and 1999 fiscal years. Our goal of

100 percent on-time permit decisions continues.

Historically, a large backlog of administratively extended wastewater discharge operating permits have affected efforts to improve water quality in the state. IDEM has made more than 8,500 wastewater permit decisions since July 1997 and substantially reduced this backlog, with only six percent of permits pending as of June 30, 1999. Work will continue to eliminate this backlog.

For the new federal Title V air operating permits, IDEM now leads the Midwest in the number of permits issued and is on track to complete our goal of all new operating permit decisions made by the end of 2000.

Multi-Media Coordination

A multi-media permit team is improving permit guidance, helping major projects that address air, land and water issues and improving permit information provided to the public.

Multi-media compliance teams were created for the pharmaceutical, foundry, electric utility, metal finishing and wood furniture industries. Each team includes expert air, land and water staff, as well as IDEM's Office of Pollution Prevention and Technical Assistance staff.

IDEM also began a pollution complaint clearinghouse to assure adequate and timely IDEM response to complaints on compliance issues.

State of the Environment Report

The State of the Environment Reports for 1998 and 1999 highlighted Indiana's air, water and land quality, offering residents a snapshot of progress that has been made as well as challenges that lay ahead. The report has been released annually at the Governor's Conference on the Environment.

- Issued 99.5% of permits on time
- Created multi-media compliance teams
- Published *State of the Environment Report* for 1998 and 1999

